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AUTHOR	Koper, Johannes; Zaremba, Hans Jurgen
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ABSTRACT

This book examines how quality management is implemented in small and medium-sized enterprises (SMEs) in Germany, Finland, Greece, Ireland, Portugal, Sweden, and the United Kingdom. It presents the survey results as two sector studies. Competitive and specialization tendencies of the sectors and company concepts of "quality" and "personnel" are analyzed, including current profiles of quality-related skill demands on staff as well as current training areas in the companies. An introduction covers these topics: project design, survey design, guidelines for a problem-representative sample, and the database. Part 1 focuses on the metalworking sector, and Part 2 on the food processing sector. Each part addresses these topics: target group and sample (the sector in Europe, description of the sample--Federal Republic of Germany, Finland, Greece, Ireland, Portugal, Sweden, United Kingdom); quality concepts of the SMEs (quantitative findings: reasons for implementing quality management; qualitative findings: barriers, critical points, examples of good practice); personnel-related concepts of the sector (quantitative findings; qualitative findings: barriers, critical points, examples of good practice); and a summary of quality and personnel concepts of food-processing SMEs. (YLB)

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